



District of Columbia Office on Aging DCOA (BY)

MISSION

The mission of the District of Columbia Office on Aging (DCOA) is to promote longevity, independence, dignity, and choice for District of Columbia residents who are age 60 and older.

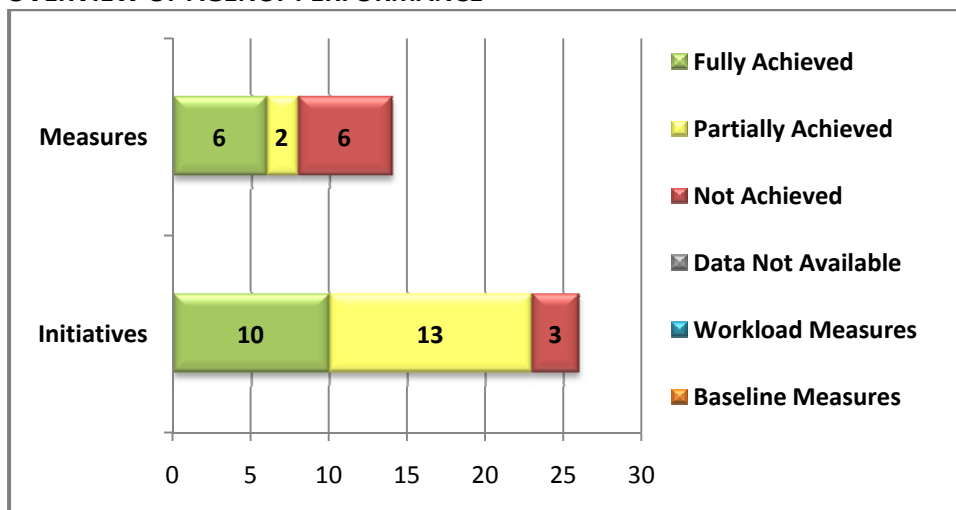
SUMMARY OF SERVICES

DCOA provides a variety of community-based services including: transportation; senior wellness centers; congregate and in-home meals and nutrition programs; employment and job training; in-home care; caregivers' support; literacy; legal assistance; recreation and socialization; adult daycare; nursing home care and other services in collaboration with various city agencies. In 2008, DCOA was given lead responsibility, in collaboration with the Department of Health Care Finance (previously the Medical Assistance Administration within the Department of Health), for operating a one-stop aging and disability resource center (DC ADRC) for long term care, public and private services, information, benefits and assistance.

ACCOMPLISHMENTS

- ✓ Grant awards far exceeded expectations and goal resulting in \$1,863,220 in competitive grant received.
- ✓ Extensive and numerous outreach activities making contact with more than 32,000 persons and including a special public marketing transportation campaign for persons with disabilities using metro bus posters.
- ✓ Completed implementation (roll-out) of enhancements to the web-based customer services database (CSTARS) for all agency operations and services for more than 20,000 customers and all service providers.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: IMPROVE HEALTH AND WELLNESS, AND ENABLE INDEPENDENT LIVING AMONG DISTRICT SENIORS.

● **INITIATIVE 1.1: Promote health and disease prevention by operating, opening and evaluating Senior Wellness Centers across the District.**

The construction of Wards 1 and 6 Senior Wellness Centers was delayed. The contractor for Ward 6 was terminated by DRES and a new contractor was selected and has resumed construction. Ward 1 Senior Wellness Center had a pre-opening in September and is expected to be fully operational by the end of November. “Enhanced Fitness” is used in the other four Centers as an approach to evaluating the Centers based on participants’ improved health outcomes, along with other data such as customer satisfaction surveys. Data collection and analysis will be performed in FY 2011, one year following the implementation of the program.

OBJECTIVE 2: ENSURE THAT OLDER ADULTS, WHO WANT TO WORK OR FOR ECONOMIC REASONS NEED TO RETURN TO THE WORKFORCE, ARE TRAINED, PLACED AND EMPLOYED.

● **INITIATIVE 2.1: Increase employment and training services for seniors aged 55+ who do not qualify for other Federal and Local subsidized senior employment programs.**

DCOA served an increased number of clients, regardless of income. However, the challenge has been finding enough resources for job training and job placements given the state of the local economy. Due to this, there is still work to be done on this initiative. DCOA continues to coordinate and collaborate with key agencies and organization such as DOES to improve job search assistance and job placements.

OBJECTIVE 3: PROVIDE INFORMATION AND OUTREACH TO DISTRICT RESIDENTS TO IMPROVE ACCESS TO AND DECISION MAKING FOR HEALTH, HOUSING, TRANSPORTATION, AND LONG-TERM CARE SERVICES.

● **INITIATIVE 3.1: Expand operations and complete a full evaluation of the District’s Aging and Disability Resource Center.**

The report has been submitted by an external evaluator from Howard University, who designed and conducted a study of the ADRC based on a customer survey. The report is under review by staff and will be made available to the public.

● **INITIATIVE 3.2: Implement a District-wide campaign to educate residents about long-term care planning.**

More than 25,000 additional copies of a long-term care guide has been disseminated to District residents and has been well received. Radio and media have also been used to market the guide and provide staff counseling to interested residents.



OBJECTIVE 4: EVALUATE THE NEEDS OF DISTRICT SENIORS AND THE OPERATIONS OF DCOA TO IDENTITY AND ADDRESS SERVICE GAPS.

- **INITIATIVE 4.1: Develop, publish and disseminate the “Mayor’s Strategic Plan of Action for Seniors: 2010-2012” in the District of Columbia and the State Plan on Aging by June 2010.**
The State Aging Plan, approved by the US Administration on Aging, represents the Mayor’s Strategic Plan of Action for Seniors for the next two years. DCOA did not develop and publish a separate mayoral plan of action due to resources limitations but has made the State Aging Plan, as approved, available for the public.
- **INITIATIVE 4.2: Enhance the new client information database and tracking system (Harmony) for all aging service providers.**
There have been enhancements to the system implemented, customer data entered and staff training provided. The system will now capture ADRC needed data and all units within DCOA. Future enhancements may be needed.

OBJECTIVE 5: IMPLEMENT SYSTEM, INFRASTRUCTURE AND MANAGEMENT CHANGES TO INCREASE PROGRAM EFFICIENCY, IMPROVE SERVICE QUALITY AND SAVE DISTRICT FUNDS.

- **INITIATIVE 5.1: Plan and implement a fleet replacement plan for medical and adult day care transportation (WEHTS) and Home Delivered Meals.**
During FY10, more than 11 new vehicles were purchased and are in service. It has been a challenge to secure financial resources to implement a 100% fleet replacement plan using local and federal funds. The replacement goal for FY 2010 was achieved, but more is needed in FY11 and beyond.
- **INITIATIVE 5.2: Implement a ground lease option for the two city-owned nursing home facilities.**
A ground lease was executed for the Washington Center for Aging Services in the summer of FY10. A Letter of Intent has been submitted to the prospective leaser for JB Johnson from DRES with a lease to be executed by November. As a first time ever initiative, the process has taken longer than anticipated.

OBJECTIVE 6: IMPLEMENT, EXPAND AND EVALUATE NEW SERVICES PROVIDED TO VULNERABLE DISTRICT SENIORS.

- **INITIATIVE 6.1: Develop an affordable elderly housing project on the campus of the Washington Center for Aging.**
This initiative requires closely working with DCHD and others to develop a Request for Proposals among prospective developers. Staff and resources were underestimated and due to shortages in those areas, this initiative is closed.
- **INITIATIVE 6.2: Grow, support and sustain community- and neighborhood-Based Aging in Place Programs.**
The number of senior villages and other AIP programs implemented and operating has increased. It has been a challenge to grow and sustain the programs with recent financial challenges. DCOA will host a future forum to identify how best to support various AIP models such as senior villages.
- **INITIATIVE 6.3: Implement, monitor and evaluate three Nursing Facility Quality of Care Fund projects.**



These reports have been developed and submitted to the Department of Health Care Finance. As a new program, there were challenges in working with the grantees, nursing homes receiving the funds, and submitting required reports.

- **INITIATIVE 6.4: Collaborate with the Department of Human Services to expand day services and housing options for homeless District seniors.**
This has been fully achieved and effective as the only day program city wide for the homeless. DCOA staff and DHS will continue to seek more cost-effective approach to providing the comprehensive programs and services for participants which includes a congregate meal site.
- **INITIATIVE 6.5: Use Federal Stimulus Funds to expand congregate and home-delivered meals programs to serve several hundred additional older District residents.**
DCOA achieved a substantial increase in meals provided and clients served. The future challenge will be how to sustain the programs following the expiration of stimulus funds.
- **INITIATIVE 6.6: Submit several competitive grant applications to the Federal Government and foundations that will expand agency resources, provide new opportunities for senior services, focus on diverting seniors from institutional care, and support aging in place.**
DCOA had a 100% success rate on grant applications. FY 2010 was the most successful year in the past three years and DCOA has established itself as a competitive grant seeker to expand resources for District older residents. However, DCOA continues to lack the skill-set for grant writing and needs to continue to grow this in subsequent years.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	Measure Name	FY2008 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Number of seniors receiving health promotion, nutrition education and counseling programs at centers and network sites	6339	7000	3910	55.86%	COMMUNITY BASED SUPPORT PROGRAM
●	1.2 Percentage of persons requesting and receiving nutritious meals	99	98	99.48%	101.51%	COMMUNITY BASED SUPPORT PROGRAM
●	1.3 Percentage of wellness center participants who increase their awareness and adopt healthy behaviors as identified by improvements in their overall health	85	75	100%	133.33%	COMMUNITY BASED SUPPORT PROGRAM
●	2.1 Percent of seniors seeking employment and receiving job placements	24	50	33.60%	67.20%	EMPLOYMENT SERVICES ACTIVITY
●	3.1 Number of elderly and disabled customers served for all services (DCOA and ADRC)	18215	19000	339	1.78%	COMMUNITY BASED SUPPORT PROGRAM
●	3.2 Number of new customers served by ADRC age 18-59	451	500	1009	201.80%	CONSUMER INFO.,ASSIST'& OUTREACH
●	3.3 Total number of ADRC cases	687	1000	707	70.70%	CONSUMER INFO.,ASSIST'& OUTREACH
●	3.4 Average time (days) to close ADRC case	21	14	56	25%	CONSUMER INFO.,ASSIST'& OUTREACH
●	3.5 Number of new EPD Waiver applications and re-certifications processed (DHS:IMA and	2945	3500	2769	79.11%	CONSUMER INFO.,ASSIST'& OUTREACH



	ADRC combined)					
3.6	Number of persons attending DCOA/ADRC outreach events and activities	11068	14000	32518	232.27%	CONSUMER INFO.,ASSIST' & OUTREACH
3.7	Cost savings from vehicle maintenance due to new vehicles	0	100000	\$25,000	25%	COMMUNITY BASED SUPPORT PROGRAM
3.8	Average delivery time per home delivered meal	0	2.5	10	25%	INHOME & CONTINUING CARE PROGRAM
6.1	Number of organized Aging in Place programs and Senior Villages funded and operational	5	5	5	100%	COMMUNITY BASED SUPPORT PROGRAM
6.2	Value of competitive grants awarded to DCOA	50000	500000	\$1,800,000	360%	COMMUNITY BASED SUPPORT PROGRAM